

York County Job Description

Job Title: Technical Support Analyst II

Revision Date: 11/21/08

Full time ☒ **Part time** ☐

Hours of Work: 8:00 am – 4:30 pm

Hours per week: 40

Shift: Day

Department No: 17

Department Name: Information Services

Reports to (title only): Technical Service Supervisor

To be completed by the Human Resources Department:

FLSA Status: ☐ Exempt ☐ Non-Exempt

Classification:

Grade Level:

Please complete the following to ensure that the essential functions and requirements are accurate, clear and consistent with the needs of the position.

POSITION SUMMARY

This is a specialized technical work dealing with the basic technical support for all county computer hardware, operating system, productivity software and networks.

This employee is responsible to review, coordinate, and utilize all available resources for the efficient operation and service of county computer equipment and to resolve hardware, operating system, productivity software and network problems and needs as they arise. Periodic visits to remote locations may be required, as well as flexible hours. Work is carried out under the direct supervision of the Technical Services Supervisor, within the framework of well-defined policies and procedures, and some independent judgment is exercised.

ESSENTIAL REQUIREMENTS / QUALIFICATIONS

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Technical School training in Computers and 2 years experience in the Computer industry.
- Requires valid Drivers License.
- Good written and verbal communication skills
- Good presentation skills
- Ability to research, test, analyze and interpret highly complex technical data and provide recommendations.
- Ability to interact diplomatically with a variety of individuals at various organizational levels
- A Pennsylvania Criminal Background check and fingerprints are required to be kept on file for any employee in this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Review computer system anomalies and advise staff and users of appropriate corrective action.
- Work directly with users to resolve operational, hardware, application issues.
- Cooperate with the support desk to manage incoming trouble calls, schedule required repair with third parties or support, and follow through to solution of the problem.
- Communicate with vendor's support avenues as needed to resolve software questions, problems, request updates, and request technical assistance.
- Maintain an up to date knowledge of all county computer and network configuration.
- Assist with 7x24, around the clock support by taking turns with after-hours on call support.
- Investigate upgrades to computer systems hardware and software for future implementation.
- Review and recommend new or useful major vendor or third party hardware and software.
- Project Management of large-scale equipment/network installations.
- Assist in user network security profiles and auditing.
- Helpdesk operation
- Inventory management
- Logistics management
- Support of county interoffice mail system
- Assist in training of interns and Technical Support Analyst 1 Positions
- Problem Escalation to senior technical teams
- Supervision of contractors and vendors
- Participation in application implementations which expand our distribution technology
- Performs analytical, technical and administrative work in the planning, design, installation and on-going administration of network systems including, evaluation of vendor products related to company needs and interaction with end users to determine hardware and software needs.
- Manage relationships between customers, user representatives, and service providers, both internal and external, including communications, prioritization, and coordination and allocation of resources
- Responsible for design, testing, configuration, implementation and Level 2 support of the environments.
- Perform related work as required.
- Other reasonable duties as assigned by supervisor.

ESSENTIAL PHYSICAL AND MENTAL JOB REQUIREMENTS

Please check those items that apply to the *essential job functions* of the job title listed above. Each category **must** be completed.

1. Following Directions

- ☒ Full Understanding of Both Written and Verbal Instructions Required
- ☐ Understanding of Verbal Instructions Only Required
- ☐ Understanding of Written Instructions Only Required

2. Communication - English

- ☒ Excellent Verbal Communication Skills Necessary
- ☐ Basic Verbal Communication Skills Necessary
- ☐ Limited or No Verbal Communication Skills Necessary

3. Functional Reading - English

- ☒ Fluent Reading
- ☐ Recognition of Signs/Symbols
- ☐ Simple Reading
- ☐ No Reading Skills Required

4. Hearing

- ☒ Ability to Hear Required
- ☐ Limited Hearing
- ☐ Hearing Not Required

5. Seeing

- ☒ 20/20 Vision with Corrective Eyewear
- ☐ Limited Vision
- ☐ Vision Not Required

6. Functional Math

- ☐ Complex Computational Skills (Accounting and Financial Skills)
- ☒ Simple Computational Skills (Add, Subtract, Multiply, Divide, Percents)
- ☐ Simple Counting Skills
- ☐ No Mathematical Skills Needed

7. Time

- ☒ Must Tell Time to the Minute
- ☐ Must Recognize Specific Times (Arrival, Departure, Breaks, Lunch)

8. Orientation (Familiarity with Surroundings)

- ☒ Several Blocks From Building
- ☐ Building Only
- ☐ Work Area
- ☐ Room Only

9. Mobility Skills

- ☐ Mobility Within the Building
- ☐ Mobility Within a Four-Block Radius
- ☒ Driving Required

10. Sitting

- ☐ 75% - 100%
- ☐ 50% - 75%
- ☐ 25% - 50%
- ☒ Less than 25%

11. Standing

- ☐ 75% - 100%
- ☐ 50% - 75%
- ☐ 25% - 50%
- ☒ Less than 25%

12. Bending

- ☒ Knees and Waist
- ☐ Waist Only
- ☐ Knees Only
- ☐ No Bending Required

13. Lifting

- ☒ Greater than 30 lbs.
- ☐ 10 - 30 lbs.
- ☐ Less than 10 lbs.
- ☐ No Lifting Required

14. Reaching

- ☐ Greater than 6 Feet
- ☒ 2 - 6 Feet
- ☐ Less than 2 Feet
- ☐ Reaching Required

These statements are intended to describe the nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities and duties required of the job incumbents.